

## Conference Schedule

### Tuesday, April 22

- 12:00 Pre-Conference Workshop Check-in  
3:30 General Registration Opens  
1:00-4:00 Pre-Conference Workshops (concurrent sessions)  
-Getting Acquainted with Baldrige  
-Intermediate: Moving from Interest to Action  
6:00-9:00 Baldrige 20th Anniversary Gala  
Dinner Celebration featuring Michael Luker; Dr. Stephen Mittelstet; and Sr. Mary Jean Ryan, FSM

### Wednesday, April 23

- 7:00-5:00 Registration Open  
8:00 Welcome, Video, Remarks  
8:30 Leadership Plenary Session  
The top executive from each of the 2007 Baldrige Award recipients will describe the organization, how senior leaders guide and sustain it, and how the organization addresses its ethical, legal, and community responsibilities.  
10:00 Refreshment Break  
10:30 Senior Leadership Panel Discussion  
11:00 Keynote Speaker—Kent Adams, President, Caterpillar Financial Services Corporation  
11:25 Lunch & Exhibits Open  
12:30-3:15 Concurrent Sessions  
Current and former Baldrige Award recipients will present concurrent 45 minute sessions on the topics below. Question and answer time follows each presentation.

The **2007 Baldrige Award recipients**—**PRO-TEC Coating Company, Mercy Health System, Sharp HealthCare, City of Coral Springs, and ARDEC**—will present on each Baldrige

Criteria Category:

- Strategic Planning
- Customer/Student and Stakeholder/Patient and Market Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Process Management

Organizational results are addressed along with the appropriate Criteria Category. These sessions are repeated to allow attendees to track an Award recipient, a Criteria Category, or mix and match.

**Former Baldrige Award recipients** will present special sessions, including **Community Consolidated School District 15**—High Expectations for All Learners; **Jenks Public Schools**—Using the Baldrige Process to Empower School Communities; **MEDRAD**—Globalization and the Scorecard at Medrad; **MESA Products**—Using Baldrige to Manage Business Growth; **North Mississippi Medical Center**—System Alignment: Clinical and Economic Impact of Coordinated Regional Healthcare; **Premier**—Using Core Values to Drive an Organization; **RWJ Hospital**—How Information Technology Can Embody the Baldrige Criteria to Contribute to Organizational Success; **University of Wisconsin-Stout**—How Education Can Partner with Business; **Bronson Methodist Hospital, Richland College, Cargill Kitchen Solutions (formerly Sunny Fresh Foods)**—Joint double session on Applying for the Baldrige Award

- 4:15-5:15 **2007 AWARD CEREMONY**  
**Annual Award Ceremony led by the Secretary of Commerce featuring the 2007 Baldrige Award Recipients.**

- 6:30-8:30 Reception in Honor of the 2007 Award Recipients and Cash Bar

### Thursday, April 24

- 7:00-4:30 Registration Open  
8:00-12:00 Concurrent Sessions (continued)  
Same format and topics as Wednesday, including additional former Award recipient special sessions; sessions are repeated to allow flexibility and attendees to track more than one Award recipient or Category.  
12:00-1:00 Lunch & Exhibits Open  
1:00-3:45 Concurrent Sessions (continued)  
3:45-4:15 Break  
4:15-5:00 Town Hall Sessions  
Current and former Baldrige Award recipients will respond to questions from the audience. Sessions are organized by Award category/sector: Business, Education, Health Care, and Nonprofit.

### Friday, April 25

- 7:00-12:00 Registration Open  
8:00 Journey to Performance Excellence Plenary Session  
Overviews of the organizations' journeys to performance excellence and lessons learned along the way, presented by senior leaders from each of the 2007 Baldrige Award recipients.  
9:25 Break  
9:55 Sustaining the Gains and Going to the Next Level  
Featuring former Baldrige Award recipients DynMcDermott, Ritz Carlton, and SSM Health Care  
10:30 Stretch Break  
10:45 Q&A  
11:45-12:00 Conference Themes and New Directions Plenary Session (Conference Closes)